

# Position Description – Member Protection Information Officer



A Member Protection Information Officer (MPIO) provides information about the rights, responsibilities and options available to an individual making a complaint.

The MPIO listens and acts as a sounding board but they do not investigate or get involved in the complaint.

**Duties:** Listen to complaints and concerns from members, and provides information about the rights, responsibilities and options available to an individual.

**Responsible to:** Club President

## RESPONSIBILITIES AND DUTIES

- Ensure the safety and welfare for Club members
- Assist in grievance and complaints resolution
- Act as an impartial body, offering a sounding board to bounce ideas off
- Refer complaints and grievances to other bodies in conjunction with the complaints and grievance flow chart.
- Awareness of Codes of Conduct & Child Protection. Refer to the member protection policy and the Safeguarding Guidelines. [Member Protection Policy](#), [Safeguarding Guidelines](#)
- Liaise with members of the Club, President and Executives
- Work with their club to ensure that the members who require a WWCC have provided their current number, expiry date and verification result, as per the guidelines from the Office of the Children's Guardian.

## KNOWLEDGE AND SKILLS REQUIRED

- Possess good interpersonal and communication skills
- Possess a good understanding of Club, State and National Surf Life Saving policies and Procedures
- Good organisational skills
- Undertake training for the role as provided by "Play by the Rules" (online training) [MPIO online course](#) and the Office of Sport (face to face training)